

Todor Petrov

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[LinkedIn](#)

[Axway - Syncplicity](#) - Cust Tach Supp Engineer T2 (Expert, technological maintenance)

- Resolve field inquiries regarding Syncplicity.
- Take ownership of customer cases, and maintain a record of progress made
- Delivery of product fixes to customers, coordinating the necessary resources to ensure a timely and satisfactory resolution through company workflow
- Promote customer advocacy and work with other personnel to ensure maintaining customer quality interaction consistent with Axway's Global standards.
- Independently resolve customer problems of limited scope and complexity where analysis of data and/ or situations require a review of identifiable factors.
- Exercise judgment within practice and procedures to determine appropriate actions.
- Networking and communications
- Planning and organization
- Autonomous with CRM, Desktop software, Linux, Multiple tier software implementations, testing methodology.

[DXC Technology](#) - CVS Technical Support Engineer T1

March 2021 - August 2021

Incident Investigation & Diagnosis

- Take ownership of any assigned incidents from Level 1 Support, update the incident and begin an investigation. Investigate and diagnose the incident accurately and effectively. When owning multiple incidents, prioritize the response to the incident based on the Priority and Severity of the issue. Define an action plan for detailed diagnosis with the aim to resolve the incident and restore normal service as soon as possible.
- Efficiently use the technical scripts, diagnostic tools, and a known error database. Liaise with 3rd party providers for assistance in identifying a series of events. If the customer has specific processes for communication, follow them as defined.
- Regularly update the incident record with the actions. If the duration of the incident exceeds the stated SLA, reprioritize and escalate the issue to the next level of support or a management escalation. If the incident is a major Priority 1 incident affecting the Key

Production Environment (KPE), escalate to the Shift Manager / Strategic Incident Manager in a timely manner.

Technical Skill Levels & Training:

- Windows Administration and Active Directory Management
- Knowledge in networking and virtualization
- Follow training plans, requirements, and schedules as outlined by the Management.
- Complete and keep up to date with all Mandatory training (ITSM, Security Fundamentals, Standards of Business Conduct, Environmental Health and Safety, Standards of Personal Conduct, and all other applications).
- Provide clear and unambiguous communication within Incident Management case tools with frequent and timely updates.
- Chase any outstanding teams for case updates as appropriate, whether internal or external, ensuring that cases are resolved in a timely manner and do not breach SLA, else escalate to the Technical Supervisor.
- Ensure Incident Reports are sent on time.

[Telelink Business Services](#) - Technical Support Ministry of education project
December 2020 - March 2021

- Providing technical support to School principals and staff in regards to Microsoft Teams distance learning due to COVID.

[IBM - Cisco WebEx Technical Support T1 Network Engineer](#)
August 2020 - December 2020

- Providing T1 Technical support to Cisco WebEx end-users resolving network connectivity issues
- Collaborating with higher tiers of support on providing possible workarounds

[Sutherland](#), Sofia — Enterprise cloud services consultant (Alphabet)
November 2019 - August 2020

- Providing T2 technical support as part of Sutherland's Google project appointed T2 WebRTC specialist, troubleshooting Google Voice, Hangouts, Meet, Google chat, Classroom, Connection diagnostics (OSI, Firewall issues, etc.)

- Resolving customer issues over ticketing system, phone
- Gathering reports on service disruptions, feature requests, “bugs” and providing engineering teams with relevant information
- Following up on customer support cases
- Proficient with Google services, Chrome OS, VM’s, recreating user setup in computer lab examining issues and advising on steps to resolution or possible workarounds via SANS
- GCP, providing documentation to help users and admins on product adoption
- Consulting customers on best practices according to use case documentation

[LiquidNet Limited](#), Sofia — Salles & Domain registration support
September 2018 - December 2019

- Providing technical support to web hosting resellers, Admins, Users, and future clients in regards to purchasing or purchasing Cloud hosting services, SSL’s, VPS, Dedicated servers, KVMs, DNS clusters across all company's web stores.
- Resolving customer issues over email, phone, ticketing system.
- Monitoring customer domain registrations, SSL certificate issuing to correspond to company terms of service and not infringing copyrights of established brands. (rigorous background checking)

[McAleer & Rushe](#), Hampshire, Portsmouth UK — Health & Safety, Banksman, Health & Safety Assistant
January 2017 - August 2018

- Reporting to Health and Safety officials onsite or offsite and Portsmouth city officials on events regarding hazardous operations conduct on a daily basis.

Experienced in:

Troubleshooting Google workspace services, Google’s workspace admin & T2 Support, Guidelines on remote setup, Setting up of corporate Chrome OS and Android devices user policies, Retention logs, OSINT CTF’s, VPS, Web Hosting, SSL issuing, Background checks

Education:

[Euro standard business private school. Sofia](#)

Skills:

G Suite admin, GCP, OSINT, Maltego, IoT, Networking, Linux, Parrot OS, Chrome OS,

Research, Proficient all Google tools and apps and able to customize code, WebRTC, Soft Skills, Remote setup, Email for Productivity, P2P & Web crawlers, Virtualization, DNS, Shodan API, Advanced search queries, Nmap, Johnny, public API's, Background checks, Docker, k8s

Certifications:

User Privacy & Data protection

Telecom Privacy CPNI

[Network Components](#)

[Security](#)

[Web Applications & Name Resolution](#)

[Virtualization](#)

[Administration & VM'S](#)

[NetScaler](#)

[Cloud Basics](#)

[Cloud Design](#)

[Drone Operator](#)

[Competition law by Alphabet](#)

[Remote Engagement](#)

[Cybrary Career Path](#)

